

## Accessing MH/DD/SA Care

June 22, 2007 Lumberton  
June 26, 2007 Durham  
June 27, 2007 Greenville  
June 28, 2007 Hickory

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## To This Point

- January 19, 2006 the first Implementation Memo was released announcing the implementation of the new enhances services.
- Enhanced services became effective March 20, 2006
- Since the implementation there have been many accomplishments
  - Expanded access and served more consumers
  - Implemented full array of best practices, evidence based mh/sa services
  - Implemented a provider endorsement process
  - Use of authorization data, paid claims, outcome data to guide policy and provide foundations for discussions
  - Implemented a person centered approach to service delivery
  - Addressed Due Process

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## To The Point (cont.)

- Over the last 15 months, the system has faced challenges as well
  - Learning new services
  - Endorsement procedures
  - Medical Record Audits
  - Statewide Authorization vendor issues
  - Post payment reviews
  - Questionable quality of providers
  - Rates
  - Barriers to accessing various services
  - Training requirements and access to training

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## Today

- DMH/DD/SA and DMA have worked together on reviewing all aspects of mh/dd/sa services
- There have been a variety of means to gather feedback from stakeholders – and the feedback has been both positive and negative
  - Meetings, conferences, focused workgroups, review of documents, public forums,
  - Complaint investigations, onsite reviews
  - Review of data, provider profiling, utilization patterns
- Take Action
  - Recommitment to Transformation

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## Objectives

- Participants will:
  - increase their knowledge of person centered thinking
  - increase their knowledge of “nuts and bolts” of accessing mh/dd/sa care.
  - understand the role of Screening, Triage and Referral
  - understand the role of assessments in the development of a person centered plan
  - understand timelines and requirements of prior authorization and utilization review
  - understand the minimum requirements for compliance for payment
  - increase their knowledge of EPSDT (Early Periodic Screening Diagnostic and Treatment)

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